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TRANSMITTAL SLIP	DATE 28 Feb 75
TO: Director of Logistics	
ROOM NO. 1206	BUILDING Ames
REMARKS:	

STAT

FROM:	AC-DDA
ROOM NO. 7C-18	BUILDING Hqs.

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FORM NO. 241 REPLACES FORM 36-8

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GENERAL SERVICES ADMINISTRATION
OFFICE OF FEDERAL MANAGEMENT POLICY

FEDERAL MANAGEMENT CIRCULAR

FMC 75-1: Ensuring consideration of users' experience with Federal agency supply support systems

February 7, 1975

TO THE HEADS OF EXECUTIVE DEPARTMENTS AND ESTABLISHMENTS

1. Purpose. This circular establishes policies and procedures to ensure that supply support systems provide a positive means for the communication and consideration of users' experience.

2. Background.

a. The Commission on Government Procurement in its report to the Congress dated December 31, 1972, provides in Chapter 3, Part D, compelling examples of the need to consider users' satisfaction with their supply support systems. Because of its findings, the Commission issued Recommendation D-2 calling for the executive branch to "Provide a positive means for users to communicate satisfaction with their (supply) support system as a method of evaluating its effectiveness and ensuring user confidence."

b. Under the procedures established by the executive branch for dealing with the recommendations of the Commission, an interagency task group was assigned to consider the merits of Recommendation D-2. The task group found that executive agencies are aware of the need to consider user satisfaction in the operation of centralized supply systems. This awareness is evidenced by techniques currently in use to discover and deal with users' complaints. However, the task group concluded that a higher priority should be given to the practice of communication with user activities as a tool for evaluating the performance of supply support systems. The decision to adopt the Commission's recommendation is based on the task group's findings.

3. Policy intent. This circular is intended to ensure that the supply support systems of all Federal agencies provide a positive means for communication with users and consideration of their experience with those systems.

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4. Applicability and scope. The provisions of this circular apply to all supply support systems of executive departments and establishments with regard to intra-agency supply support systems and to the interagency supply support systems managed by the Department of Defense, the General Services Administration, and the Veterans Administration.

5. Policies and procedures.

a. It is the policy of the executive branch that needed goods and services be acquired and provided to the user in an economic, efficient, and effective manner.

b. Government acquisition systems must consider such factors as agency resources, statutory sources, and social and economic programs while meeting end product users' needs. An end product user's satisfaction is directly related to the action taken on his ideas and problems by those on whom he must depend for support.

c. Each agency operating one or more supply support systems shall establish procedures to provide for periodic reviews of existing methods of expressing end product user's satisfaction with the support system(s). In evaluating the effectiveness of the support system, the procedures shall provide for (1) evaluating the effectiveness of those methods; (2) determining whether end product user's satisfaction is a factor in evaluating the performance of the support system; and (3) taking actions to ensure that procedures provide a positive means of obtaining and considering the end product user's satisfaction. If improvements are warranted, consideration shall be given to establishing supply liaison programs using publications to assist the users, coordinating proposed procedures with the end product users before they are implemented, and conducting meetings and seminars with users to obtain direct information regarding the supply system.

6. Responsibility. Heads of executive departments and agencies are responsible for implementing this circular.

7. Reporting requirement. Within 180 calendar days each agency shall inform the Office of Federal Management Policy (AMP), GSA, of the steps taken to implement the provisions of this circular.

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8. Inquiries. Further information concerning this circular may be obtained by contacting:

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(Note: This circular will be codified in the Code of Federal Regulations as 34 CFR 234.)

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